Docket No.:

PI-023

## DECLARATION AND POWER OF ATTORNEY

| As a below named inventor, I   | hereby declare that  | •   |  |  |
|--|--|---|--|--|
| My residence, post office and  | citizenship are as stated l  | pelow next to my name,  |  |  |
| I believe I am the original, first<br>below) of the subject matter of<br>CUSTOMER CALLING, the | aimed and for which a pa   | y one name is listed below) or a<br>tent is sought on the invention of  | n original, first and joint investment of SYSTEM AND MET   | ntor (if plural names are listed<br>THOD FOR AUTOMATED         |
| [X] is attached hereto   | [ ] was filed on   | as Application Serial No (if  | and was  |  |
| I hereby state that I have revi<br>amendment referred to above                                 |  | c contents of the above identifi  | ed specification, including th   | ne claims, as amended by any                                   |
| I acknowledge the duty to disc<br>Regulations, Section 1.56(a).                                | close information which i  | s known to me to be material to   | patentability in accordance v  | with Title 37, Code of Federal                                 |
| 365(a) of any PCT internation  | al application which designing the box, any forcign a  | 2. 119(a)-(d) or 365 (b) of any formated at least one country other pplication for patent or inventor country is claimed.   | r than the United States of A  | merica, listed below and have                                  |
| Prior Foreign Application(s  | :1•  | Foreign Filing I  | )ate   |  |
| Number ~   | Country  | Month/Day/Ye  |  |  |
| I hereby claim the benefit und<br>Application Number(s):                                       | der 35 U.S.C. 119(e) of 21   | ny United States provisional app<br>Filing Date (Month/Day  |  |  |
| United States of America, liste<br>States or PCT international a                               | ed below and, insofar as the application in the manne to patentability as defined on all filing date of this app | United States application(s), or a<br>ne subject matter of each of the or<br>r provided by the first paragra<br>lin 37 CFR 1.56 which became a<br>plication.  Date (Month/Day/Year) | laims of this application is no<br>ph of 35 U.S.C. 112, I ackn<br>wailable between the filing da | ot disclosed in the prior United nowledge the duty to disclose |
|  |  |   |  |  |
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|  |  |   |  |  |

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine

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or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

I hereby appoint the following attomcy(s) and/or agent(s): Daniel Y.J. Kim, Registration No. 36,186 and Mark L. Fleshner, Registration No. 34,596; Carl R. Wesolowski, Registration No. 40,372, John C. Eisenhart, Registration No. 38,128; Carol L. Druzbick, Registration No. 40,287; and Anthony H. Nourse, Registration No. 46,121, all of

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with full power of substitution and revocation, to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith, and all future correspondence should be addressed to them.

| Full name of sole or first inventor. Timothy M. PRICE                    |                  |  |  |  |  |
|--|------------------|--|--|--|--|
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| Residence:   |                  |  |  |  |  |
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| Full name of joint inventor(s):  | ,                |  |  |  |  |
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